

Dee May  
Assistant Vice President  
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RECEIPT



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February 25, 2002

RECEIVED - FCC

Anthony Dale  
Federal Communications Commission  
455 12th Street, S.W.  
Washington, DC 20554

FEB 25 2002

Federal Communication Commission  
Bureau/Office

Dear Mr. Dale:

Enclosed, pursuant to Condition V, Paragraph 16 and Attachment A of Appendix D to the order approving the merger between Bell Atlantic and GTE ("Merger Order") are Verizon's performance measurement results for January 2002. We are providing you with disks containing ASCII files of the results in the format you requested. An additional disk provides two reports that were requested by CCB staff. One report summarizes the voluntary payments for Performance Plan Year 1 through the December 2001 performance month by state and the other report provides a summary by metric for the same time period.

Individual CLEC results for both the former GTE states and Bell Atlantic states are available on the web site. These CLEC-specific reports should be treated confidentially in accordance with the terms of the Merger Order, Appendix D, Attachment A, ¶ 1.

As we have previously mentioned, Verizon has discovered that, for some measurements, the level of disaggregation called for in Attachments A-2a and A-2b of Appendix D differs from the level of disaggregation specified in Attachments A-5a and A-5b. The enclosed performance measurement results provide data at the more disaggregated level specified in Attachments A-5a and A-5b. In addition, in a few instances, the measurements reported do not precisely match the definitions stated in Attachments A-2a and A-2b. The Attachment to this letter describes those instances in which there are variations.

If you have any questions, please do not hesitate to call me.

Sincerely,

A handwritten signature in cursive script that reads "Dee May" followed by a stylized monogram or initials.

Attachment

Without Confidential Enclosures

cc: Mark Stone (w/o confidential enclosures)  
Frank Hopwood (w/confidential enclosures)  
Whitey Thayer (w/confidential enclosures)  
Ellen Becker (w/confidential enclosures)

**January 2002****Definitional Status for Performance measures:**

Certain issues affect months previously reported, as noted below.

**East States:****PO-2 System Interface Availability**

Product	Month(s)	Comment
PO-2 EDI	December 2001 – January 2002	The calculation of the Numerator for availability status for the EDI interface metric PO-2-02 was not calculated properly. Process will be corrected with the February 2002 data month.

**OR-1- Order Confirmation Timeliness****OR-2 – Reject Timeliness****OR-5 – Percent Flow-Through**

Product	Month(s)	Comment
Resale OR-1-04,OR-1-06, OR-2-04, OR-2-06 (NJ only)	July 2000 – December 2001	Resale Infospeed (DSL) orders was categorized as Specials non DSO, DS1 and DS3 orders rather than as POTS/Pre-qualified Complex. Process has been corrected with the January 2002 data month.
UNE Platform OR-5-03 (fBA-North only)	February 2001– January 2002	Requests for cancellations of Platform orders received on a supplement Local Service Request were included in the denominator. Process has been corrected with the February 2002 data month.
UNE OR-1-04,OR-1-06, OR-2-04,OR-2-06, OR-5-01 (fBA-South only)	July 2000 – September 2001	Issue previously documented in the May 25, 2001 cover letter to be corrected in the July 2001 data month was corrected in the October 2001 data month.
UNE Specials OR-1-04, OR-2-04	July 2000 – January 2002	Disconnect orders received on an Access Service Request have not been included in the OR metrics. Process will be corrected with the February 2002 data month.

**MR-2 - Trouble Report Rate**

Product	Month(s)	Comment
Resale POTS-Loop MR-2-02	December 2000 – November 2001	Issue previously documented in the January 25, 2002 cover letter incorrectly indicated that the start date was July 2001. The correct start date was December 2000.

UNE MR-2-02, MR-2-03,MR-3-01, MR-3-02, MR-4-02, MR-4-03, MR-4-08, MR-5-01 (MD, VA, WV, DC only)	July 2000 – January 2002	Trouble reports containing a 5-digit service code were not included in the metric. Process will be corrected with the February 2002 data month.
Retail, Specials, Trunks MR-2-01 (fBA-North only)	May 2001	Issue previously documented in the August 25, 2001 cover letter incorrectly listed impacted metrics to include MR-4-01, MR-4-08 and MR-5-01 and incorrectly listed UNE and Resale as impacted.

**PR-4 – Missed Appointments****PR-5 – Facility Missed Orders****PR-6 – Installation Quality**

<b>Product</b>	<b>Month(s)</b>	<b>Comment</b>
Resale, Retail 2 Wire Digital, POTS- Total, xDSL PR-4-02, PR-4-04, PR-4-05, PR-5-03 (NJ only)	July 2000 – November 2001	The metrics included POTs feature change orders in Retail and Resale 2 Wire Digital and 2 Wire xDSL rather than in the POTs category. Process was corrected with the December 2001 data month.
UNE EEL, IOF, Specials PR-4-01, PR4-02, PR-5-03, PR-6-01 (fBA-South only)	February – April 2001	Issue previously documented in the June 25, 2001 cover letter incorrectly stated the products as Specials, DS1 and DS3 instead of Specials, EEL and IOF.
UNE Platform PR-6-02 (numerator) (MD, VA, DC and WV only)	July 2000 – October 2001	ExpressTRAK orders that were identified by a Class of Service USOC code were not included in the metric results. Process has been corrected with the November 2001 data month.

**West States:****MR-2 Trouble Report Rate****MR-3 Missed Repair Commitments****MR-4 Trouble Duration Intervals****MR-5 Repeat Trouble Reports****PR-6 Installation Quality**

<b>Product</b>	<b>Month(s)</b>	<b>Comment</b>
MR-2-01, MR-3-01, MR-4-01, MR-5-01, PR-6-01, PR-6-02	July 2000 – February 2002	Certain CLEC state-specific OCNs was not being captured for CLEC trouble activity reporting, causing incomplete, inaccurate results. Process will be corrected with the March 2002 data month.